



## **News Release #19 – Friday Update 2**

For release at 4:45 p.m.

December 6, 2019

**Beaumont, Texas** – Unified Command reports ongoing response efforts at TPC Group Port Neches Operations remain focused on safely bringing the event to an end.

There is no situational or air monitoring updates from previous release earlier today (12:30 p.m.). Response and monitoring activities continue.

**Claims activities update:** Approximately 200 claims representatives, including call center operators, field claim adjusters and claims processors, remain in the area.

Residents seeking walk-in appointments at Claims Processing Centers are experiencing long wait times. Claims personnel are working to increase staffing at the processing centers to assist more people. Don't wait in line: call (866) 601-5880 to make an appointment.

Claims Processing Centers at **511 Grigsby Ave. in Port Neches** and **250 Dowlen Rd. in Beaumont** are completing claims by appointment from 7:00 a.m. to 8:00 p.m. daily. Residents can submit claims and schedule appointments to meet with claims representatives by calling the **Community Assistance Helpline at (866) 601-5880**.

Residents wishing to cash their evacuation claim repayment checks may do so at their home bank, or at any location of Neches Federal Credit Union.

**Evacuation claims information:** To get a head start on the [ HYPERLINK "<https://tinyurl.com/rsno5ay>" ], residents may click on [ HYPERLINK "<https://tinyurl.com/rsno5ay>" ] and complete the form online and submit supporting documentation. This [ HYPERLINK "<https://form.jotform.com/93328046922156>" ] is for residents who were in designated evacuation areas and have not already completed an [ HYPERLINK "<https://tinyurl.com/rsno5ay>" ] with a claims representative.

Please note, to make an appointment to process your evacuation claim, you must call (866)-601-5880. Completing the [ HYPERLINK "<https://tinyurl.com/rsno5ay>" ] does not mean you have an appointment. However, completing the [ HYPERLINK

"<https://tinyurl.com/rsno5ay>" ] in advance will help expedite the claims process upon arrival at the Claims Processing Center.

**Property claims information:** Claims adjusters are conducting damage inspections in the high impact areas. Claims Processing Center personnel are making calls and scheduling appointments for the medium and low impact areas. Residents are requested to have the following information with them when submitting property-related claims (by phone or in-person):

- A Photo ID (driver's license, passport, U.S. Military ID) and one of the following address verification documents for adults listed in the household is required:
  - Mail, lease/mortgage payment, utility bill, voter registration card, property tax records

The helpline continues to experience a high volume of calls. We sincerely appreciate callers' patience and understanding. A claims process handout is available for download on [ [HYPERLINK "http://www.portnechesresponse.com/"](http://www.portnechesresponse.com/) ].

Updates and information continue to be posted on the web at [ [HYPERLINK "http://www.portnechesresponse.com/"](http://www.portnechesresponse.com/) ], on Facebook at [ [HYPERLINK "https://www.facebook.com/portneches.response.1"](https://www.facebook.com/portneches.response.1) ] and on Twitter at PortNechesUC. EPA website: [ [HYPERLINK "http://www.response.epa.gov/south4groupfire"](http://www.response.epa.gov/south4groupfire) ] TCEQ website: [ [HYPERLINK "https://www.tceq.texas.gov/response/tpc-incident"](https://www.tceq.texas.gov/response/tpc-incident) ]

###